

Sage – Password Reset
Guide for Providers.

1. **Getting Started:**

Copy the following URL to your browser and press the “Enter” key:

<https://365enroll.lacounty.gov> - NOTE: link must be COPIED AND PASTED into a web browser

2. Click on “Set or Rest your Password” Link.



The screenshot shows the Los Angeles County MFA Portal. At the top is the L.A. county ONLINE logo with a group photo of staff. Below the logo, the text "Los Angeles County MFA Portal" is displayed. There are two input fields: "e+EmployeeID" and "Hosted Password". To the right of these fields is a disclaimer: "By logging on using this interface, you agree to the County's Agreement for Acceptable Use. Please obtain prior authorization from your supervisor." Below the input fields is a "Sign In" button and a link that says "Set or Rest Your Password".

3. In the following screen enter your:

- Username**, Enter your c123456
- Last 4 of SSN**, Enter the last four digits of your social security number, e.g. 1234
- 2 digit day of Birth**, Enter the day you were born. For example, if your birth date is 11/05/1977 the value you would enter in the field 05.
- Home zip code**: Enter the zip code used when you filled out the application to obtain a C number
- Enter the verification code** on the screen then click on next.



The screenshot shows the "SELF-SERVICE PASSWORD RESET" page. At the top is the Los Angeles County logo. Below the logo is a disclaimer about computer systems. On the left is a "User Validation" sidebar with links: "Get New Password" and "Status". The main area is titled "To reset your password enter the information below." and contains four input fields: "Username:", "Last 4 of SSN:", "2 Digit Day of Birth:" (with a dropdown menu showing "01"), and "Home Zip Code:". Below these fields is a verification code "X68YL7" and a prompt "Enter the verification code shown above." with an input field. At the bottom right are "Next" and "Cancel" buttons. A red checkmark icon is in the top right corner.

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4. In the following screen enter a new password, confirm the password and click next.

The screenshot shows the 'SELF-SERVICE PASSWORD RESET' interface for Los Angeles County. On the left, there is a disclaimer about computer system monitoring. The main area contains a 'User Validation' sidebar with links for 'Set New Password' and 'Status'. The central panel displays a success message: 'User validation successful! Enter your new password and confirm to continue.' Below this are two input fields for 'New Password' and 'Confirm Password', followed by 'Next' and 'Cancel' buttons. A 'VeriSign Secured' logo is in the top right corner. The footer includes copyright information for the Internal Services Department.

Los Angeles County

SELF-SERVICE PASSWORD RESET

These computer systems including all related equipment, network and network devices are the property of the County of Los Angeles. These computer systems are provided for authorized use only and may be monitored for all lawful purposes.

All information placed on or sent over these computer systems may be examined, recorded, copied and used for other authorized purposes during monitoring. Use of these computer systems, authorized or unauthorized, constitutes consent to monitoring. Evidence of unauthorized use may be used for administrative, criminal or other adverse action. Unauthorized users may be subject to criminal prosecution.

By continuing, you agree to these terms.

User Validation
[Set New Password](#)
[Status](#)

✔ User validation successful! Enter your new password and confirm to continue.

New Password:

Confirm Password:

Next Cancel

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5. Click on finish

This screenshot shows the same 'SELF-SERVICE PASSWORD RESET' interface, but now the password has been successfully changed. The central panel displays a green checkmark and the message: 'Password change successful! Your password has been changed. You can now use your new password to logon. Thank you for using the Self Service Password Management System. Click finish to return to the application logon page.' The 'Finish' button is now highlighted. The 'VeriSign Secured' logo remains in the top right corner.

Los Angeles County

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By continuing, you agree to these terms.

User Validation
[Set New Password](#)
[Status](#)

✔ Password change successful!

Your password has been changed. You can now use your new password to logon.

Thank you for using the Self Service Password Management System. Click finish to return to the application logon page.

Finish Cancel

VeriSign Secured

6. You have set your password. This password will be used to access Sage.